



0300

PATENT  
Attorney Docket No. 47004.000089

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Patent Application of:

Rebecca Lynn Siegel, et al.

Group Art Unit: 3785

Serial No.: 09/901,078

Examiner: Unknown

Filed: July 10, 2001

For: SYSTEM AND METHOD FOR SUPERVISING ACCOUNT MANAGEMENT  
OPERATIONS

**SUBMISSION OF CORRECTED FORMAL DRAWINGS**

Assistant Commissioner for Patents  
Washington, D.C. 20231

Sir:

This is in response to the Notice to File Corrected Application Papers dated August 22, 2001. Applicants submit herewith six (6) sheets of formal drawings (Figures 1-6) for filing in the above-referenced patent application.

In the event any other fees are incurred upon the filing of these documents, please charge the undersigned's Deposit Account No. 50-0206.

Respectfully submitted,

HUNTON & WILLIAMS

Dated: October 4, 2001

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Title of Invention: "System and Method for  
Supervising Account Management"  
Inventor's Name: Rebecca Lynn Siegel, et al.  
Application No.: 09/901,078  
Attorney Docket No.: 47004.000089

47004.000089

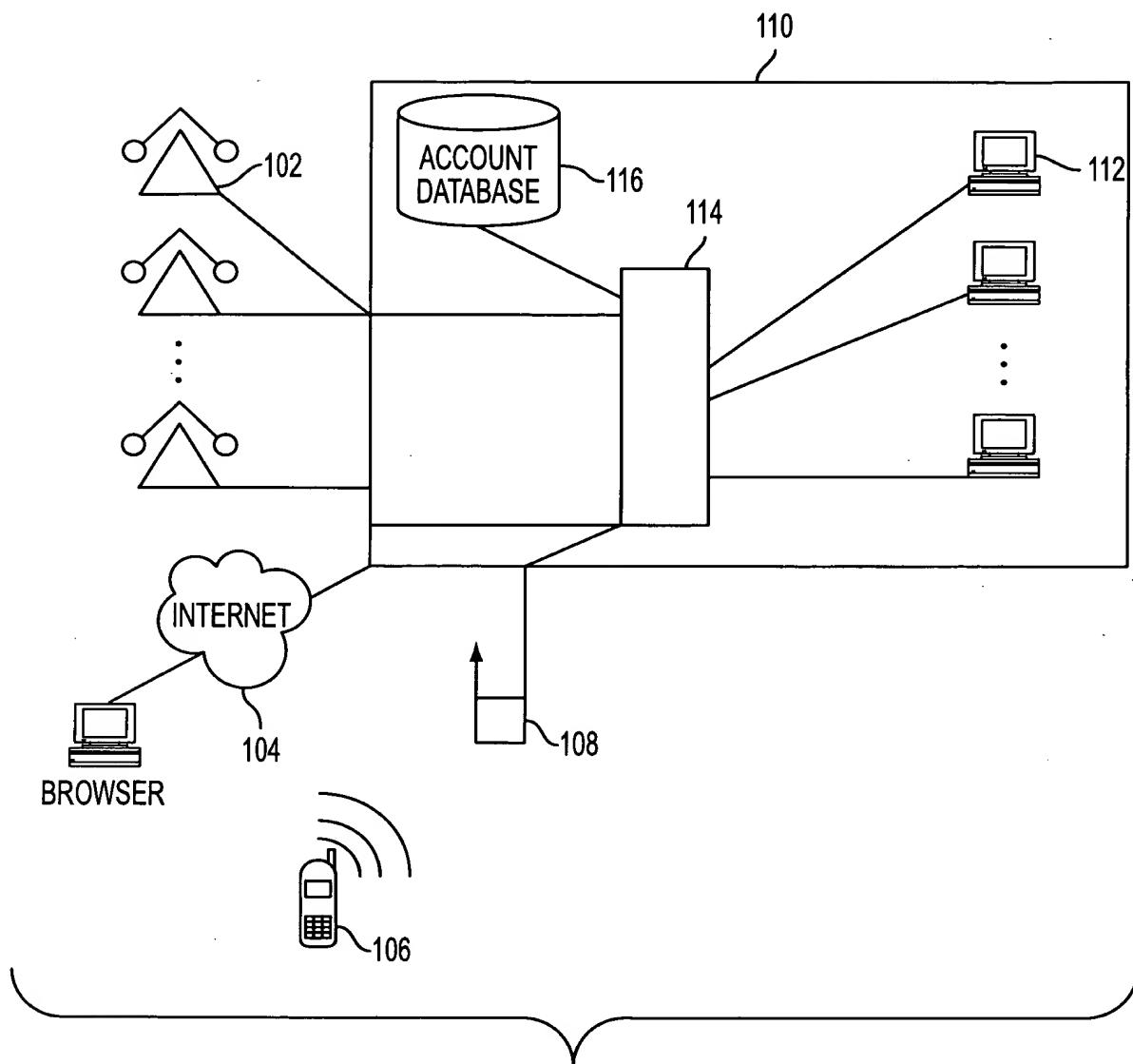


FIG. 1

Title of Invention: "System and Method for Supervising Account Management"  
Inventor's Name: Rebecca Lynn Siegel, et al.  
Application No.: 09/901,078  
Attorney Docket No.: 47004.000089

LOCATION OF ACCOUNT 10 DAYS  
AFTER PROMISE

http://swilnts735/CSD\_Applications/AppMaint/java/menus.htm - First USA Internet Explorer

File Edit View Go Favorites Help

Administration | Analysis | Logout | Help |

Performance Print DMM Help

### Delinquency Movement Matrix

Tree Organization

Display Tree

Start Date 03/01/2000 CSR  
MM/DD/YYYY Tree Level

End Date 03/31/2000 First USA  
MM/DD/YYYY Company Level

Matrix Data exists from 11/06/1999 to 04/22/2000

Search

Display Matrix

Display Report Total Dollars Paid

Report for: Rockwell, Christina

Bucket 10-days after Promise

Original Bucket

	0	1	2	3	4	5	6	7	8
0	\$29,995								
1		\$129,722							
2			\$22,173						
3				\$13,131					
4					\$5,005				
5						\$4,026			
6							\$2,202		
7								\$648	
8									\$0

Status Ready Report Displayed for: Rockwell, Christina Load Time 00:00:10

LOCATION OF ACCOUNT ON DAY 202  
PROMISE TAKEN

FIG. 2

100042008-100401

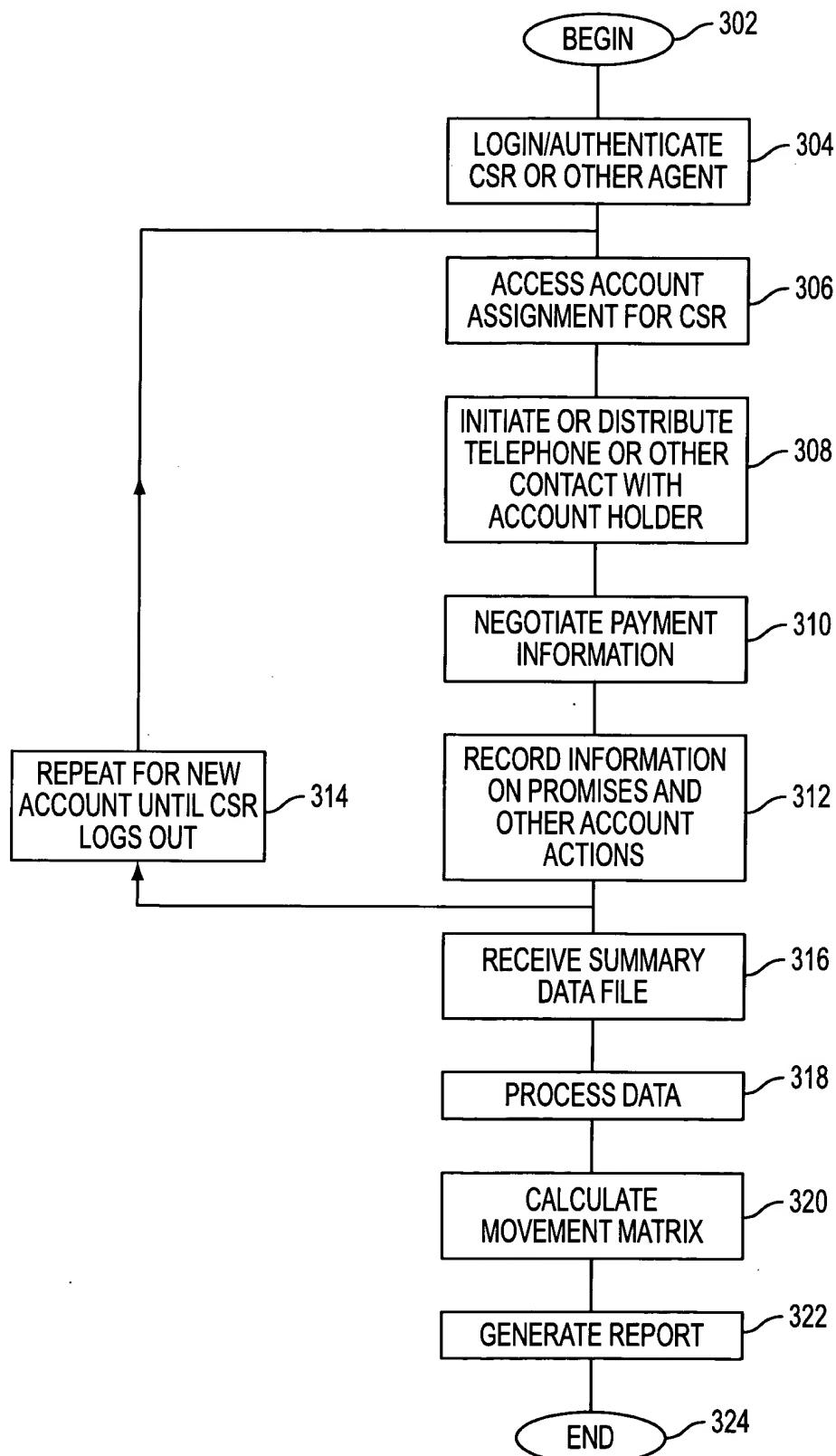


FIG. 3

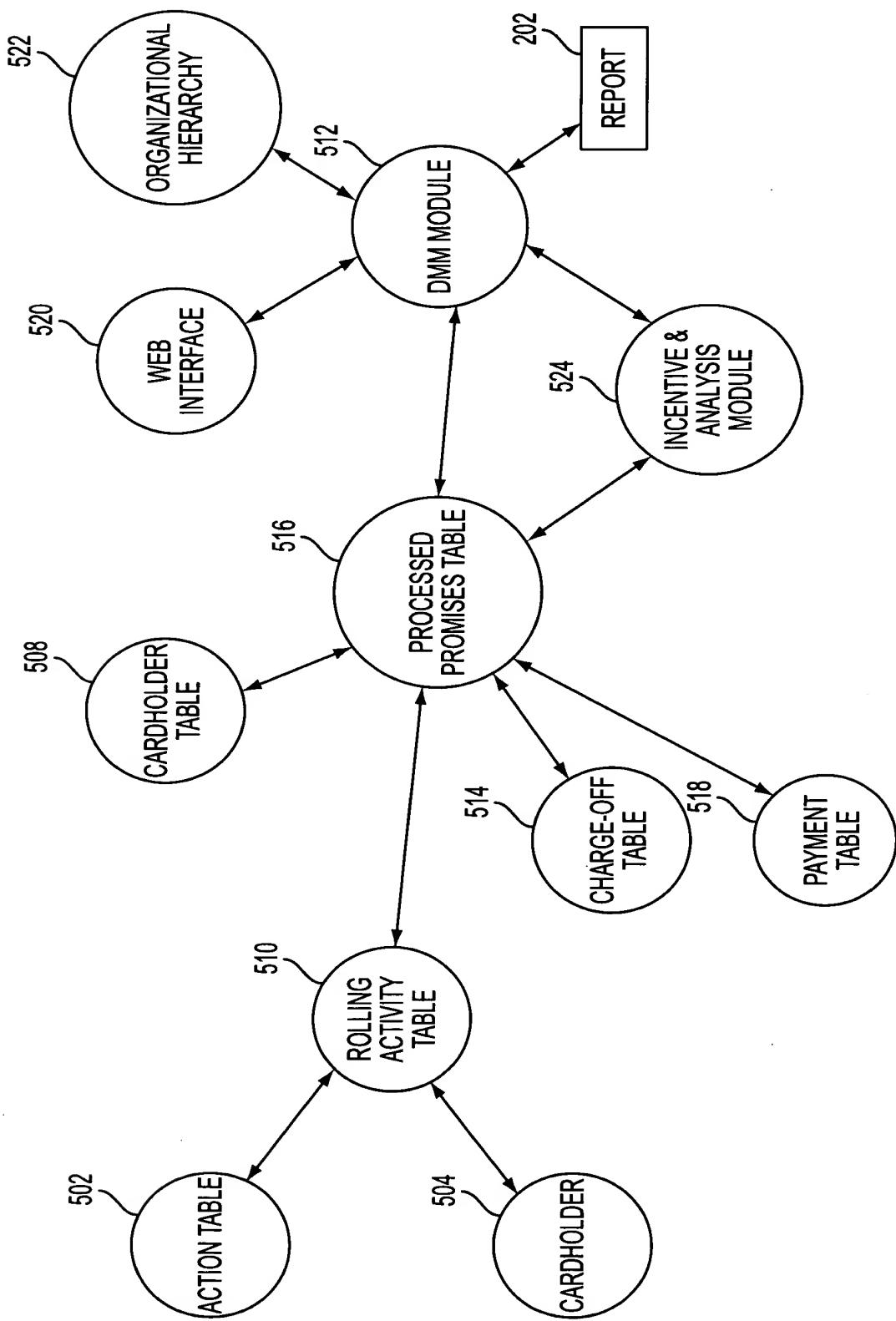


FIG. 4

Title of Invention: "System and Method for Supervising Account Management"  
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Organization Option	Description
CSR	Option to view performance at CSR, Team Manager, Team Leader, site, and company level
CSR - No organization	Option to view CSR performance regardless of company, site, Team Manager, or Team Leader

Note: *Global report is available for all report options.*

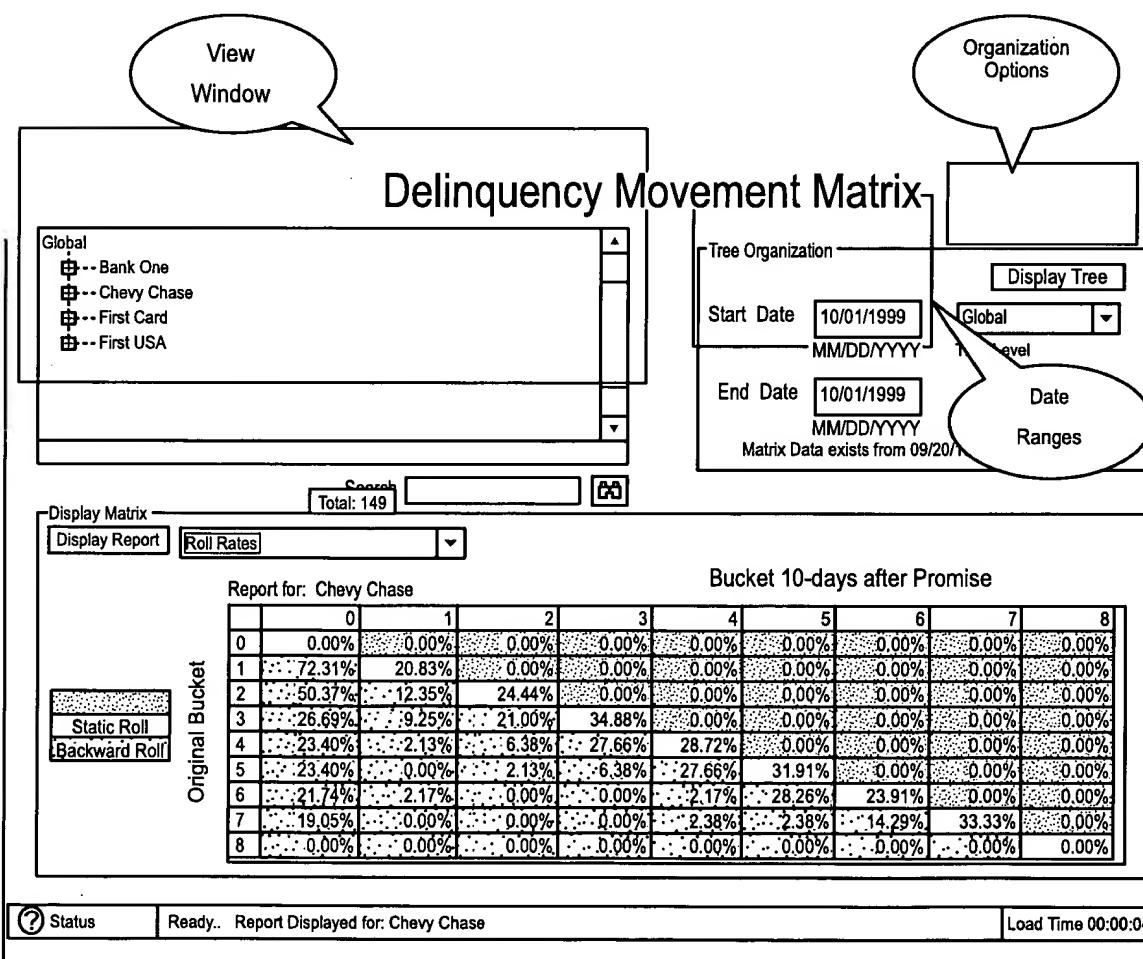


FIG. 5

5  
Title of Invention: "System and Method for  
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Inventor's Name: Rebecca Lynn Siegel, et al.  
Application No.: 09/901,078  
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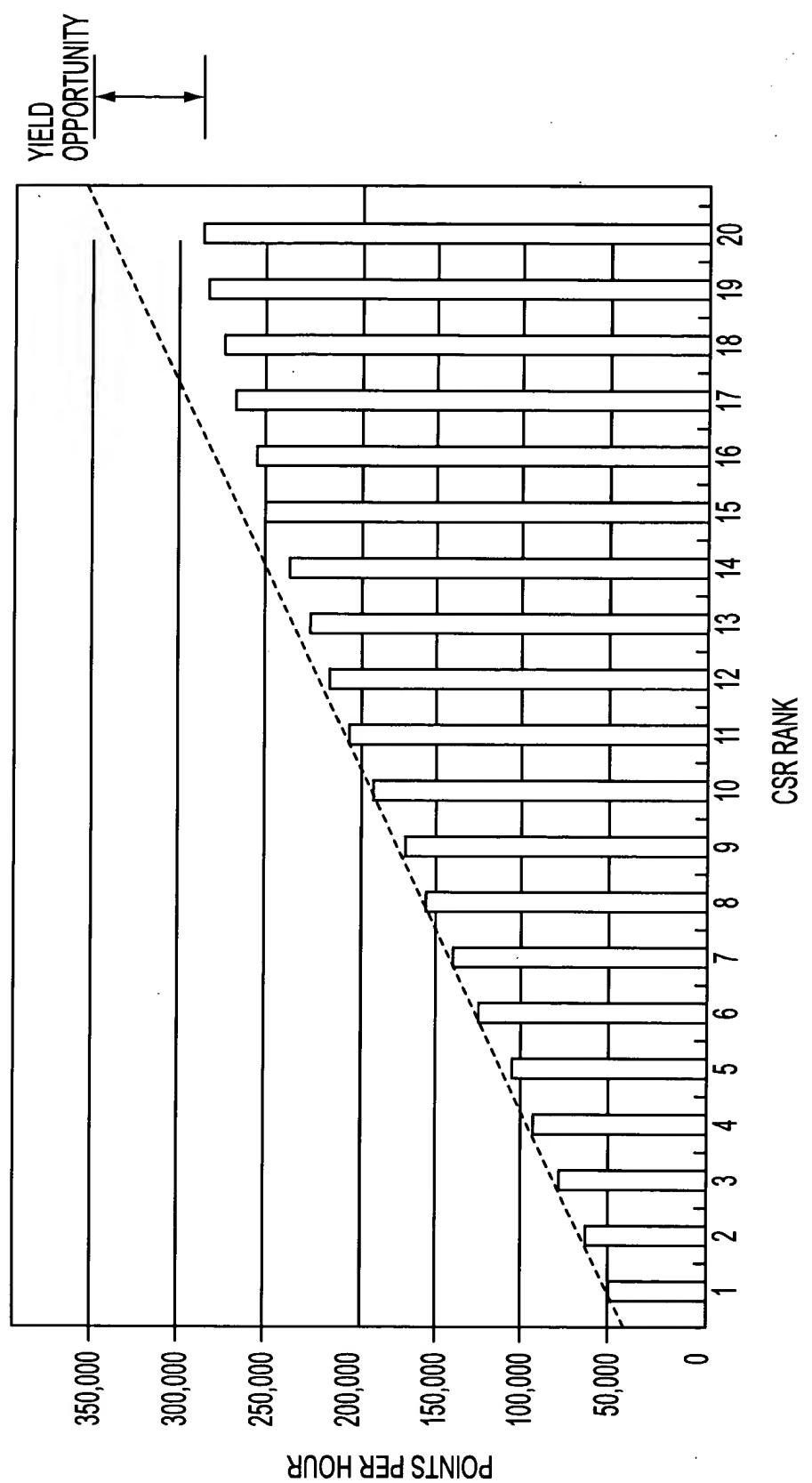


FIG. 6